

NURSE HOTLINE POWERED BY *Medcor*

Manage workplace injuries
quickly 24/7 with just one call

REDUCE COSTS. IMPROVE EMPLOYEE OUTCOMES.

PROTECTING
THE GREATER
GOOD.



WORSHIP CENTERS | SCHOOLS | SENIOR LIVING FACILITIES | CAMPS & CONFERENCE CENTERS

Call first. Get advice.

If a life-threatening injury occurs to one of your employees, call 911 immediately. For other injuries, get fast and free medical advice by calling Church Mutual's 24/7 Nurse Hotline. The Nurse Hotline, powered by Medcor, benefits both employees and employers by providing immediate, professional care and potentially controlling workers' compensation costs.

39%

*of calls to our
Nurse Hotline
resulted in prompt
return to work
with no workers'
compensation claim¹*

The right treatment, right away

Getting medical treatment questions answered quickly, at no additional cost to your insurance plan or premium, can help reduce the costs of injuries and future premiums. It also helps employees recover and return to work as soon as possible. Employees and supervisors call specially trained Medcor Registered Nurses (RNs) who assess the injury and determine the best treatment. Our free Nurse Hotline guides callers to the most appropriate medical treatment based on the severity of the injury — from on-site first aid, to an immediate referral for specialized treatment.

15 minutes *is the average time spent
on the phone with a Medcor RN. It's faster than a trip
to the emergency room or doctor — and it's free.*

POWERED BY MEDCOR



Medcor is an important partner of Church Mutual and one of America's leading providers of injury triage services that can help reduce your loss experience modification and future workers' compensation costs. Medcor's registered nurses are specially trained to respond to workplace injuries and are supervised by a medical director physician who is board certified in emergency medicine. Medcor is accredited by URAC, the preeminent, independent nonprofit health care standards organization.

20% *increase in use of in-network providers²*

How Church Mutual's Nurse Hotline works

- STEP 1:** Make the call to the Nurse Hotline at the time of a non-life threatening injury.
- STEP 2:** Nurse makes a recommendation for treatment.
- STEP 3:** Management receives an update. Employee receives a follow up.
- STEP 4:** Incident is documented. Claims process is automatically started.

13% *reduction in
emergency
room visits²*

TALK TO A CHURCH MUTUAL REPRESENTATIVE ABOUT HOW THE NURSE HOTLINE CAN BENEFIT YOU. LEARN MORE AT churchmutual.com/nursehotline

Nurse Hotline – Benefiting you and your employees

FREE AND EASY TO ENROLL

Our Nurse Hotline is a free service for Church Mutual customers. This added benefit provides customers with more control over their employee injury incidents and the workers' compensation process. And, it's easy to enroll — just talk with your Church Mutual representative.

EASY TO USE

When a non-life threatening injury occurs, the employee and supervisor should call our 24/7 Nurse Hotline immediately. A specially trained RN will assess the injury and determine the best treatment — quickly, efficiently and compassionately.



PROFESSIONAL SERVICE

Church Mutual's Nurse Hotline is staffed by RNs specially trained in workplace injury evaluation and treatment. All operations are supervised by a full-time physician who is board certified in emergency and internal medicine. Translators are available to join the call if necessary.

QUICK RESPONSE

The faster injuries are assessed and treated, the better the outcomes for the employee and the company. Our Nurse Hotline gives injured employees help within minutes and increases the chances of employees staying at work without interruption.



ACCELERATED CLAIMS REPORTING

A call to the Nurse Hotline starts the claims reporting process. All information on the claim is sent directly to Church Mutual, helping employers save time and control workers' compensation costs. There is no increase in premiums for using the Nurse Hotline.

WIN-WIN FOR EVERYBODY

Employers benefit by reducing unnecessary claims costs, shortening reporting lag time, reducing litigation and improving productivity.

Employees benefit from immediate medical attention and better medical outcomes.



10% *reduction in prescription costs²*

"Nurse Hotline is a must for employers trying to control their workers' comp claims, providing immediate, professional medical care if there is an incident at work — it's simple to implement and use."

— **CHRISTOPHER J. RASMUSSEN, CIC, CWCA**
Ansay & Associates



¹ July 2016 Medcor Triage Call Outcome and Performance Report for Church Mutual Insurance Company

² July 2016 Church Mutual Insurance Company claims review

Put our longstanding reputation to work for you

Church Mutual Insurance Company is a leading commercial property and liability insurance company serving religious institutions of all denominations, public and private K-12 schools, colleges and universities, senior living facilities, camps and conference centers throughout the United States. We offer commercial property and liability insurance including multi-peril, workers' compensation and commercial auto insurance.

Church Mutual was founded in 1897 and has enjoyed steady, stable growth for more than a century by providing our policyholders with much more than an insurance policy. More than 1,000 employees strive each day to help you prevent losses and to resolve claims as efficiently as possible so that you can return to your valuable work as quickly as possible. We call it, "Protecting the Greater Good."

It's a philosophy that has helped us achieve:

- ▲ **An A (Excellent) Rating from A.M. Best Company**
- ▲ **The prestigious Ward's 50 Top Performing Property and Casualty Insurers award**
- ▲ **A Top 10 ranking in the Benchmark Portal Top 100 Call Centers**

As a mutual insurance company, Church Mutual Insurance Company is solely owned by you — our policyholders — not stockholders. That's why protecting you and the greater good means so much to us.

This literature contains only illustrative information about available coverages and is not a policy contract. Refer to your Church Mutual insurance policies for complete descriptions of coverages, limitations and exclusions. Some coverages are not available in all states.

Para obtener asistencia inicial en español puede telefonar al (800) 241-9848 o enviar un correo electrónico a la dirección espanol@churchmutual.com

3000 Schuster Lane | P.O. Box 357 | Merrill, WI 54452-0357
(800) 554-2642 | info@churchmutual.com | www.churchmutual.com

